



TOWN OF CONCORD
HUMAN RESOURCES DEPARTMENT
TOWN HOUSE
P.O. BOX 535
22 MONUMENT SQUARE
CONCORD, MASSACHUSETTS 01742

TEL: 978-318-3025
FAX: 978-318-3024
hr@concordma.gov

March 4, 2015

Dear Applicant,

Thank you for your interest in the **Head of Reference** position with the Town of Concord. Enclosed with this letter is a description of the duties and qualifications for this position, as well as an employment application form. In order to be considered for this position, you must fully complete the application form and return it to the Town Human Resources Office.
Applications will be accepted until the position is filled.

Please note that you may attach a resume to your application as additional information; however, the resume cannot serve as a substitute for completing the form in full. Emailed resumes are not accepted. Please do not include any information pertaining to age, race, color, religion, national origin, ancestry, gender, gender identity, sexual orientation and physical/medical condition or history.

You can expect to be notified as soon as a decision has been made regarding your standing in the process. We anticipate that everyone will have been contacted regarding their candidacy once a final decision has been made.

Again, thank you for your interest in the Town of Concord.

Sincerely,

Amy Traywick
Assistant Human Resources Director

Enclosures (2)



*The Town of Concord
is currently accepting applications for the full-time position of:*

Head of Reference
Concord Free Public Library

Full Salary Range: \$56,419 - \$85,105
Starting salary based on experience & qualifications; typically in first half of range

Applications accepted until position is filled.

APPLICATION PROCESS

All applicants are required to complete the attached Town application form. Resumes may be attached to the application form as additional information but cannot serve as a substitute for completing the form.

Applications will be accepted in the Concord Human Resources Office until the position is filled. Emailed resumes are not accepted. The most highly qualified candidates will be invited to one or more interviews and/or other assessments. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Appointment of the final candidate will be contingent upon completion of pre-placement conditions including a physical exam, drug-screening, and criminal record checks. Costs for these pre-placement requirements will be borne by the Town.

Individuals who need accommodation in order to participate in this process should contact the Concord Human Resources Department.

The Town of Concord is committed to a diverse workforce and welcomes applicants with disabilities and/or from multi-cultural communities. EOE

Questions regarding this hiring process should be addressed to the:
Concord Human Resources Department
Town House, 22 Monument Square, P.O. Box 535, Concord, MA 01742
978-318-3025
www.concordma.gov/hr

Head of Reference

Department: Concord Public Library
Reports To: Library Director
Date: January 2015

Salary Grade: LS-1
FLSA Status: Exempt
Union: AFSCME, Supervisory Unit

GENERAL SUMMARY:

Under the general supervision of the Library Director or his/her designee, performs highly responsible administrative, supervisory and direct service work in managing the reference department operations and staff. Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of detail, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

ESSENTIAL JOB FUNCTIONS:

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

- ◆ Supervises all operations of the Reference Department, promotes and delivers exceptional customer service, and develops and implements related policies, procedures, and scheduling. Supervises all Department programs, including program design, selection and implementation.
- ◆ Supervises all Reference staff and departmental volunteers and ensures all duties are performed in compliance with established policies and procedures. Coordinates training and scheduling for all Reference staff.
- ◆ Researches and purchases the library reference collection, including electronic and print resources. Develops the fiction, large print, and paperback collections, and some areas of non-fiction; reads reviews and other relevant materials; selects print and non-print materials; initiates purchases and may assist in cataloging of library materials.
- ◆ Oversees budget in assigned collection areas, including electronic media. Continually monitors expenses to ensure compliance with budget.
- ◆ Assists in the development and oversight of annual collection priorities for circulating and digital materials. Leads departmental and book selectors meetings. Leads staff in reader's advisory services, including training, website development, displays and booklists.
- ◆ In cooperation with other department heads, reviews and develops policies and procedures for overall library operation to recommend to the Director.
- ◆ Resolves conflicts between staff and other personnel issues. Resolves any patron concerns requiring a supervisor's intervention. Notifies Library Director of personnel and patron issues accordingly.
- ◆ Assesses programming needs and develops, delivers, and promotes relevant adult programs and services, including development and creation of pamphlets and press releases.

ESSENTIAL JOB FUNCTIONS (continued):

- ◆ Participates in the Minuteman Library Network meetings, task forces, and trainings. May represent the Concord Free Public Library at committee or other professional meetings.
- ◆ Represents the library in the community through involvement in relevant community organizations, participation in their programs, provision of services to them, and through other community outreach efforts. Fosters library use within Concord Public Schools and collaborates with Youth Services librarians on programs.
- ◆ Continues education by attending professional meetings, reading professional literature, taking courses in library related subjects.
- ◆ Performs special projects and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

Supervises the activities and performance of and provides functional oversight to six Staff Librarians and over twenty volunteers per year. Carries out supervisory responsibilities in accordance with policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning and directing work; scheduling; appraising performance; addressing complaints and resolving problems; and making recommendations to the Library Director concerning employee hiring, rewards or discipline.

EDUCATION & EXPERIENCE:

- ◆ Master's degree in Library Science with a minimum of five years of progressively responsible experience in library reference operations, including administrative and supervisory experience; or any equivalent combination of education and experience.

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Excellent interpersonal skills; ability to communicate effectively both verbally and in writing with adults, children and young adults; ability to interact with all members of the public and staff in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers and to supervise and educate subordinates.
- ◆ Thorough working knowledge of library principles and procedures; savvy and innovative in applying complete familiarity of library computer systems and related information technology, including downloading e-books, using e-content and social media; complete professional knowledge of reference sources and the organization and management of departmental operations; knowledge of standard office procedures, practices, forms and equipment.

- ◆ Ability to work with a high level of detail; extensive knowledge of current library technology, its application within a regional library, and adaptability to its frequent change; ability to prioritize multiple tasks and deal effectively with interruptions; ability to identify and analyze complex issues and to develop appropriate recommendations.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a quiet work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and /or rapidity with which tasks must be accomplished.

Operates computer, printer, video display terminal, typewriter, calculator, telephone, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity. Balancing, crouching, grasping, pulling, reaching and stooping may also be required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.



TOWN OF CONCORD

An Equal Opportunity Employer

EMPLOYMENT APPLICATION

BOTH PAGES MUST BE LEGIBLY COMPLETED

Return to: Human Resources Dept., 22 Monument Square

OR Mail to: P.O. Box 535, Concord, MA 01742

Name _____
First Middle Last
Address _____
City _____ State _____ Zip _____
Home # (_____) _____ Cell # (_____) _____
Email Address _____

Position Applying for: **HEAD OF REFERENCE**

How did you learn of this position, please be specific (i.e. Concord's website, Name of Newspaper, etc.): _____

Schedule: Continuous ☐ Seasonal ☐ Full Time ☐ Part Time ☐ Either ☐

Do you have relatives working for the Town of Concord? Yes ☐ No ☐

Are you, or any relative, a member of any Town Board or Commission? Yes ☐ No ☐

If yes to either, please specify _____

If hired, can you provide proof of citizenship or legal right to work in the US? Yes ☐ No ☐

Are you under 18 years of age? If yes, a work permit is required. Yes ☐ No ☐

SPECIAL SKILLS (Below please list special skills applicable to this position)

____ Typing (WPM _____)
____ Word Processing /
Equipment/Programs

____ Shorthand (WPM _____)

____ 10 Key Calculator
____ Computers -
Equipment/Programs

Licenses: _____

Shop or Heavy Equipment:

Other: _____

EDUCATION HISTORY

Highest Level of Education: _____ Grade School _____ High School Diploma or equivalent
____ Vocational, Technical Diploma or Certificate
____ Associates Degree _____ Bachelors Degree _____ Post Grad. Degree

Name and Address of Schools (High School and Above)	Major Fields of Study	Number of years completed or type of degree received

Other Training you received (e.g. Work Training Programs, Armed Forces Training, Special Courses, etc.):

Additional information that may be helpful in establishing your qualifications. (Awards, Professional Affiliations, etc.)

EMPLOYMENT RECORD

This section must be completed. A resume cannot be substituted. List most recent position first. Include relevant summer employment or work performed on a voluntary basis.

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving (or Seeking Other Employment) _____

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

Name of Company _____ Dates Employed From _____ To _____
month/year month/year
Address _____ Salary _____ hr/mo/wk/yr Hours per Week _____
Your Supervisor _____ Reference phone # (_____) _____ - _____
Your Position Title _____ Summarize your duties _____

Reason for Leaving _____

I understand that entering into and continuing employment with the Town is subject to the verification of my statements and receipt of satisfactory references. I understand that any false answers or statements and/or withholding of information will be sufficient grounds to terminate my employment at any time.

Applicant Signature _____ Date _____

It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liabilities.